

2006 Annual Report

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Idaho Commission on Aging



Path to Independence
Area Agencies on Aging

**Smoothing the Path for
Life's Transitions**

Idaho Commission on Aging
idahoaging.com



JAMES E. RISCH
GOVERNOR



November 2006

Dear Friends:

As the Governor of this wonderful state, I can understand the relevance of this year's theme, "Transitions". Every day I witness the trials and tribulations that seniors face as they address changing needs and options to attend to those needs. As our seniors face these challenges, we must ensure that we are doing everything in our power to make the frequent transitions as easy as possible.

The Idaho Commission on Aging has many responsibilities, but one of the most important tasks they are charged with is to provide information, resources and services to our seniors. There are six Area Agencies on Aging, and a significant contingent of service providers in each of Idaho's counties. It is our duty to ensure that we encourage seniors to pursue the opportunities these organizations offer, to improve their health, finances and overall way of life.

As we live longer, the need for long-term care solutions becomes more important. The Commission on Aging gives us the means to enhance the quality of life of our seniors by turning them on to solutions for their ever-changing healthcare needs. The Commission on Aging is designed to encourage better health and fitness as well as provide a social network for men and women age 60 and over to obtain help, guidance and support as they face these new challenges.

I commend the staff of the Commission and those affiliated with the aging network for their dedication to improving the way we take care of our older citizens. Thanks to the efforts of those involved, we make progress every day on our goal of happy and healthy seniors.

Very Truly Yours,

A handwritten signature in blue ink, reading "James E. Risch".

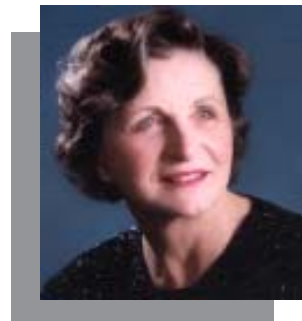
James E. Risch
Governor



A Message from Our Administrator

Dear Governor Risch and Fellow Idahoans:

As we move from one year to another, or one age to another, we are constantly required to make transitions. Some transitions are easy and even fun; however, age-related transitions that limit our independence can carry trauma and stress. A part of the mission of the Idaho Commission on Aging (ICOA) is to provide the opportunity for all to live independent, meaningful, and dignified lives within communities of their choice. This FY 2006 Annual Report for the ICOA provides an overview of our efforts to meet the needs of Idaho's seniors as they transition into the next phase of their lives.



Funding provided by the ICOA to the aging network (Area Agencies on Aging [AAAs] and local service providers) comes through the Idaho Senior Services Act and the federal Older Americans Act. The

"The lack of adequate funding has created longer waiting lists for seniors who need services."

ICOA seeks additional grants to expand its abilities to assist the AAAs and the aging network in building innovative and cost-effective programs. The AAAs, as not-for-profit entities, expand the funding available for

services by generating additional resources through fundraising, local government support, in-kind donations, fees, volunteer hours, and community service groups. This aging network increases the value of the government's investment by providing access to lower cost services through case managers who encourage the development and use of family and community resources.

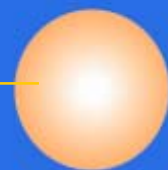
The ICOA and its aging network are faced with an ever-increasing population of seniors while receiving almost flat funding from the state and decreasing federal Older Americans Act funding. Services for the most at-risk, who are homebound seniors, and the more complex cases involving the "older" old, must take priority if we are to keep them from entering the Medicaid system.

The lack of adequate funding has created longer waiting lists of seniors who need services. The ICOA continues to apply for and receive federal grants for Alzheimer's disease caregiver services, to combat Medicare fraud, and for other innovative programs to build community resources, but this is not enough.

Our aging network faces transitions in how we deliver services as we try to meet the needs of an ever-increasing population of fragile elderly, while seeing a new wave of seniors trying to cope with changes in their expectations. The 2006 legislature provided an increase in SFY 2007 state funding. We look forward to reporting on the results of that assistance in the 2007 Annual Report.

As always, the services provided by the Idaho Commission on Aging and its aging network will continue our efforts to ensure that transitions are less difficult for seniors and to enhance their opportunities to remain independent.

Lois Bauer



Idaho Commission on Aging

The Idaho Commission on Aging (ICOA) is a state government agency under the oversight of the Executive Office of the Governor. The ICOA administers and ensures compliance of federally funded programs under the Older Americans Act, which was reauthorized in 2000.

Through a statewide network, including six contracted Area Agencies on Aging, the ICOA provides many benefits and services to more than 218,573 (Census updated figure for 2005) people in Idaho who are over the age of 60. This population continues to grow, with those 75 and older still being the fastest growing segment.

On January 1, 2006, the first of the Baby Boomers began turning 60. The Census Bureau currently predicts that between 2000 and 2030, Idaho's overall population (all ages) will increase by 52.2% but the segment of the state's population that is aged 60 and older will increase 147.4%. Idaho is one of several states whose growth of the older segment is expected to be much greater than that of the nation and most states overall. This is due not only to the aging of the boomer generation but also to the fact that Idaho is one of the states that is becoming increasingly popular as a retirement destination. The state is thus growing from immigration of older persons as well as from the aging of the established population.

Many thousands of dollars are spent each year to provide a wide array of services to older Idahoans from adult protection to transportation services. These services are delivered through the six Area Agencies covering all 44 counties in Idaho. While older people continue to be ICOA's primary concern, their families and communities remain a focus. The ICOA with the help of the six Area Agencies on Aging will continue to provide innovative and valuable services to older Idahoans, their families, and communities.

Vision

Our Vision is that all Idahoans, as they age, retain autonomy to determine their own life course.

Mission

Our mission is to improve the quality of life for all older Idahoans, vulnerable adults, and their families through education, advocacy, accountability, and service, and to provide an opportunity for all to live independent, meaningful and dignified lives within communities of their choice.



Our Commissioners

POWERS AND DUTIES

- ◆ Serve as an advocate within state government and the community for older Idahoans;
- ◆ Serve as an advisory body regarding state legislative issues affecting older Idahoans;
- ◆ In accordance with chapter 52, title 67, Idaho Code, promulgate, adopt, amend, and rescind rules related to programs and services administered by the Commission;
- ◆ Enter into funding agreements as grants and contracts within the limits of appropriated funds to carry our programs and services for older Idahoans;
- ◆ Conduct public hearings and evaluations to determine the health and social needs of older Idahoans, and determine the public and private resources available to meet those needs;
- ◆ Designate “planning and service areas” and area agencies on aging in accordance with the Older Americans Act and federal regulations promulgated thereunder. The Commission shall review the boundaries of the “planning and service areas” periodically and shall change them as necessary;
- ◆ On or before the first day of December in each year, submit a report to the Governor and the Legislature of its accomplishments and recommendations for improvements of programs and services for older Idahoans; and
- ◆ Administer and perform other related functions or activities assigned to the Commission by the Governor.



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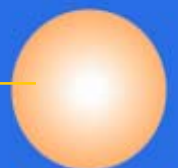
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Programs & Services of Idaho's Aging Network

Adult Day Care is a community-based group day care program designed to provide a variety of health, social, and support services in a protective setting

Adult Protection (AP) workers investigate reported allegations of financial exploitation, physical abuse, neglect (including self-neglect), and abandonment of vulnerable adults (persons aged 18 and older).

Case Management primarily serves frail individuals with multiple service needs who require assistance in accessing available services and are at risk of institutional placement.

Chore Program workers assist frail, homebound, older persons with minor home repair and maintenance.

Congregate Meals are hot meals served primarily at senior citizen centers.

Friendly Visiting is performed by individuals (usually volunteers) who visit or read to an older person in the older person's home.

Health Promotion provides exercise and wellness programs and information.

Home-Delivered Meals are hot, cold, or frozen meals delivered to the homes of homebound and incapacitated older individuals.

Homemaker Programs provide assistance to frail or homebound older persons with housekeeping, laundry, essential errands, and meal preparation.

Information and Assistance is a telephone or "walk-in" service which older persons or their family members can access to find out about programs and services available in their community.

Legal Assistance is legal advice, counseling, or representation by an attorney, or other person acting under the supervision of an attorney, for older individuals with economic or social needs.

Nutritional Education/Counseling provides information related to diet and health in the form of printed material or presentations.

Older Worker Program helps low-income, unemployed seniors regain their economic independence and self sufficiency.

Ombudsman Program receives, investigates, and resolves complaints made by, or on behalf of, residents of long-term care facilities.

Outreach Program identifies older persons in the community who are not receiving services or benefits to which they are entitled.

Respite provides full-time caregivers of homebound persons much needed occasional breaks from their caregiving responsibilities.

Telephone Reassurance calls participants at a certain time of day to check on their well being.

Transportation assistance is available in communities throughout the state for older persons who have no other means of transportation.



Transitions

Every day we are faced with some kind of change; most are easy to adjust to: change your socks, a light bulb, or the food you eat. Some changes are easy and even fun, such as getting a new car, joining a new neighbor for coffee, or seeing a grandchild graduate from high school. It is a joy to have life open up to new visions of the future.

However, other changes require us to alter a larger part of our daily activities, which means a transition from one way of doing things to another. When these transitions narrow our life activities or limit our level of interaction, they can impact our lives in significant ways.

The programs provided by ICOA and Idaho's aging network (the AAAs) are meant to assist older individuals in making the transitions of senior-hood as painless as possible. We cannot help with all concerns, but our programs, experience and information can go a long way in smoothing the path and helping our seniors maintain their independence.

In this Annual Report, we would like to illustrate how the aging network programs can help ease transitions and changes in your life and your families' lives as you age.

EARLY TRANSITIONS

Retirement brings many major transition points:

- ◆ It means new freedom, but also a loss of old friends, co-workers, and sometimes the pride of feeling productive. Volunteering, joining a senior center activity, or taking on a part-time job can help you feel connected again.
- ◆ Information is available from the AAAs that will help you become involved in many activities.
- ◆ When, or if, you feel the need for additional income but lack special training, the Older Worker program may be able to help you.
- ◆ Moving on to Medicare can mean the need for assistance from a professional with expertise in areas, such as reading the bills.
- ◆ Later in life, some people are unable to continue driving and need assistance to interact outside of their home. It is difficult to ask for rides from friends, family and neighbors when you have always been self-sufficient. Volunteer drivers and senior van services can frequently help a senior get to medical appointments, grocery stores and the senior center for meals or other activities. Special thanks are due to the volunteers who provide transportation to those who cannot drive.

Resource information is a very valuable commodity. If you know where to look, who to talk with, and how to access a particular resource, you are able to remain more independent. The Information and Assistance/Referral system of the Area Agencies on Aging opens the door of information to everyone.



Medicare Education Partnership

We receive many questions about Medicare, such as “Do I wait until I retire to sign up for Social Security?”, “What kind of Medicare program should I sign up for?”, and “How does it work?” As with many questions having to do with Medicare, the answer is “That depends.” Are you going to start collecting your Social Security at age 62? Or do you have to wait until you are 66 to collect your full retirement?

Three months prior to reaching 65, or three months after reaching 65, you must sign up for Medicare to ensure that you do not incur problems at a later date. We tell people not to take anything for granted. They should research Medicare programs by calling or getting on the Website to find out how the rules affect them.

Many individuals may be asking themselves how they will ever understand Medicare. If you need help with Medicare, you can call 1-800-247-4422 and schedule an appointment to meet with a Senior Health Insurance Benefit Advisor (SHIBA). SHIBA is the primary partner of this program and they are the experts when it comes to Medicare.

The ICOA's *Idaho Medicare Education Partnership* with the Idaho Department of Insurance, SHIBA division, is always looking for volunteers. This program allows individuals to

learn about the very important issues pertaining to Medicare from professionals, while at the same time giving them the opportunity to help others.

The goal of the Idaho Medicare Education Partnership program is to **stop fraud, waste, and abuse** of Medicare dollars. During SFY 2006, the project assisted with the major undertaking of providing information about and helping people sign up for Medicare Prescription Drug plans. In addition, the project helped Medicare and Idaho beneficiaries save \$8,222. During previous years, the project has saved as much as

\$200,000 in one six-month period. We believe the lower amount of savings is due to more people learning to recognize fraud and abuse of the system before it becomes a costly problem. The

Need for information? Call...

SHIBA -- 1-800-247-4422
www.Medicare.gov

project is part of a nationwide program known as SMP (Senior Medicare Patrol) that works to empower seniors to prevent healthcare fraud.

During SFY 2006, the project partnered with many entities throughout the state to help people with Medicare sign up for the prescription drug program. There were 218 new volunteers trained, we helped with 147 health fairs, gave 235 presentations, held 3,887 counseling sessions that helped to educate and enroll people with Medicare in a prescription drug program that may have saved them money.

Transitioning from full-time work to retirement is a first step. This transition may begin with part-time work for mental stimulation, socialization, or the need to earn additional income. The transition may also mean becoming a volunteer or advocate in an area of interest.

Transitioning from a more active, social life in the workplace to a solitary life at home may be alleviated by visiting senior centers, taking classes, or using the Internet for entertainment or to access information and assistance.



Older Workers in Transition

YESTERDAY

- Age 59: Michelangelo begins final Sistine Chapel painting
- Age 62: Isaac Newton becomes first knighted scientist
- Age 76: Nelson Mandela is elected president of South Africa
- Age 78: Grandma Moses sells first painting
- Age 78: Ben Franklin invents bifocal lenses
- Age 85: Giuseppe Verdi composes "Ave Maria"

TODAY

The number of Americans aged 65 or older still working or looking for work has grown by 50 percent since 1980.

Sixty percent of Americans age 55 to 64 are still working.

TOMORROW

By the year 2010, it is estimated that 20 percent of the workforce will be 55 or older.

By the year 2030, the population of people age 65 or older will double in 26 states.

IDAHO'S EMPLOYMENT AND TRAINING INITIATIVES FOR OLDER WORKERS

Unemployment is at a record low in Idaho (3.3% in August 2006), and the need for a talented workforce is at a record high. Idaho's Senior Community Service Employment Program helps meet this need by serving unemployed seniors. Many have not worked in a long time or have outdated skills.

Low-income seniors aged 55 years and older are assisted in obtaining the training they need to successfully compete for jobs. The program provides employment planning, skill training, work experience, and placement services. Economic independence and self-sufficiency are the goals.

Idaho's Older Worker Program also provides much-needed community support. This past year, 76 seniors completed 26,739 hours of community service in libraries, schools, parks, and city offices. Another 6,000 hours supported Idaho's elderly by cooking and delivering meals to homebound, frail elderly and providing office support to local aging and adult protective service programs. The estimated dollar value to Idaho communities is \$352,687.

HIRE AN OLDER WORKER

Experienced • Qualified • Responsible • Talented
Age is an asset. Experience is a benefit.

*Data: U.S. Bureau of Labor Statistics and U.S. Department of Labor
Value of Volunteer Hours: The Independent Sector, April 2006*



Living Well in Your Community

TRANSPORTATION

Some older individuals may find they no longer have the skills needed to drive and must find alternative modes of transportation. For many, relying on family members, friends, or neighbors is an option. Others may not have that support and must find transportation services to access their communities.

The Older Americans Act and Idaho Senior Services Act, through the Idaho Commission on Aging (ICOA) and Area Agencies on Aging (AAAs), provide funding to defray some of the operating costs for transportation services to Idaho's seniors. Services vary throughout the state; some communities have transportation available 5 or more days per week, others only one or two days per week. The hours of operation may also be limited.

Transportation services may be accessed through the Information and Assistance/Referral program located at each of Idaho's six AAAs.

In SFY 2006, 121,049 one-way trips were provided to Idaho seniors. Trip destinations might include grocery shopping, personal errands, health care appointments or senior centers for congregate meals and socialization.

In time, an older individual may face the need for help in the home, such as congregate meals and I&A, older worker program services to provide chore, housekeeping, shopping, bill-paying assistance. Transportation transitions arise, from the freedom of driving to asking for rides or using senior vans to do shopping and get to medical care.

CONGREGATE MEALS

As some Idahoans transition into retirement, they may find themselves participating in activities and utilizing the services of their local senior center. A senior center participant has the opportunity to volunteer at the center, participate in health promotion activities and/or attend the congregate meals program.

The congregate meals program offers nutritious meals in a congregate setting, usually a senior or community center. The program also provides nutrition education and an opportunity for seniors to socialize.

Congregate meal sites in larger cities provide one hot or other appropriate meal daily, up to five days per week. In the rural areas of Idaho, meals may be served only two to three days per week.

In SFY 2006, 623,261 congregate meals were served to eligible participants in Idaho.

INFORMATION & ASSISTANCE/REFERRAL

Each of Idaho's six Area Agencies on Aging have an Information and Assistance/Referral program ("I & A/R") program, which is the front line entrance to an array of comprehensive services and advocacy for the needs of seniors residing in that Planning and Service Area (i.e. geographical region). The I & A/R Specialists develop and maintain a large database of local community resources and actively encourage the development of new community resources when an unmet need is identified. During the State Fiscal Year 2006, AAA I & A/R Specialists provided over 23,890 telephone or walk-in contacts with resource information or referrals directly related to older persons, their family members, or aging adults planning for their transitional and long-term needs.



Transitions At Home

TRANSITIONS AT HOME

As we move from one year to another or one age to another, we are constantly required to make transitions. Sometimes the transitions are not easy to make, and, if they are age-related transitions that limit our independence, they carry trauma and stress.

Another transition point is when you become a caregiver. Caregiving generally begins slowly and simply; at this point, you need information about available resources from the aging networks Information and Assistance program.

As time goes on, more and more of your time and effort is required. You need help just to get away for shopping or your own medical appointments; perhaps you will need training to be a better caregiver. Our Respite programs can frequently assist with that.

Admitting that you must ask for advice from a professional is difficult, even when such advice will make life so much easier.

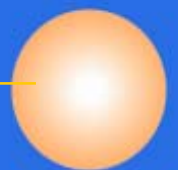
The goal of our network case managers is to ensure our seniors' continued independence. Think about that -- there is someone who wants you to continue living on your own.

Sometimes our case workers act as sounding boards, other times they can help you sort out your options or provide access to resources.

Aging network services for homebound seniors frequently require the oversight of a case manager before they can be provided.

"In Home" services are frequently used to help an elder return to his or her home after a medical emergency. They include Home-Delivered Meals, HomeMaker, and Chore services. When you recover, then the service is given to someone else in need. Hopefully, you will only need the service for a short time, then be back on your own.

There may be the transition to receiving Case Manager visits and the need to relinquish the "I'm in charge" attitude and adopt the "I need help with" shopping, housework, chores, bill-paying attitude.



Remaining in Your Community

INFORMATION & ASSISTANCE/REFERRAL

I & A/R Specialists prescreen for minimum requirements and complete the referral process to the AAA Case Management Program for those older individuals and their caregivers who are in need of assessment for multiple services.

CASE MANAGEMENT

The Case Management Program is the foundation for Idaho's aging network of In-Home Support Services. The purpose of the program is to reduce the risk of institutionalization for people who can no longer attend to their own affairs adequately without some degree of guidance or active intervention.

Case Managers will provide an in-home assessment to determine the needs of older individuals with multiple service needs and those of informal caregivers caring for frail individuals. Older individuals and their caregivers receiving Case Management services are given referrals and assisted to access varied transitional in-home and community-based services. Provision of in-home services are authorized and monitored by an AAA Case Manager who provides ongoing assistance as long as in-home services are rendered. During State Fiscal Year 2006, funding supported active Case Management services to over 6,450 older Idahoans and their Caregivers.

In-Home Services monitored by the Case Management program and specifically afforded by provisions of the Older Americans Act and the Idaho Senior Services Act include:

HOMEMAKER SERVICES

Essentially a housekeeping service, the homemaker program provides assistance with laundry, meal preparation, and other essential activities around the home which frail individuals can no longer manage alone.

Funding supported delivery of 102,544 hours of Homemaker services during SFY 2006.

CHORE SERVICES

Chore workers assist frail older individuals with minor home repair and maintenance necessary to protect their health and safety. Typical Chore services include shoveling snow off walkway, clearing trash out of a yard, replacing locks and minor plumbing repairs such as unclogging drains. Funding supported delivery of 1,715 hours of Chore services during SFY 2006.

HOME-DELIVERED MEALS

When older individuals are unable to attend a congregate meal program or cook their own meal, the home-delivered meals program becomes a valuable service to eligible homebound participants. This program provides seniors with nutritious hot, cold, or frozen meals delivered to their residence. During SFY 2006, the home-delivered meals program served 533,476 meals to homebound eligible individuals in Idaho. Often, seniors eligible for the home-delivered meals program have health problems that make it difficult for them to independently prepare meals. Good nutrition is an important component of healthy aging and the management of many chronic diseases such as heart disease, diabetes and osteoporosis. Home-delivered meals, along with other in-home services, support an older individual's effort to remain in his or her own home.

As an individual ages, he or she may develop physical or mental limitations that affect the ability to perform normal activities of daily living, such as bathing, dressing, toileting, eating, and walking.

To learn about the services available to help the older individual, he or she can contact the I & A/R at the nearest Area Agency on Aging.



Inspiring Transitions

RESPIRE/ADULT DAY CARE

The need may arise for transition to respite services. Caregivers may require training, help locating resources for more assistance, and more.

This program provides full-time caregivers of homebound persons much needed occasional breaks from their caregiving responsibilities. Funding supported delivery of 42,567 hours of Respite/Adult Day Care services combined during SFY 2006.



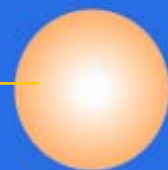
INSPIRING TRANSITIONS: SERVICES TO PEOPLE WITH SEVERE MEMORY LOSS

Transition implies change. Several Idaho communities are changing as many local, not-for-profit agencies respond to the growing need for services to individuals and family affected by Alzheimer's disease and other forms of severe memory loss. A federal grant, the Alzheimer's Disease Demonstration Grant to States 2003 (Project) awarded to the Idaho Commission on Aging in 2003, continues to provide resources to help move communities, agencies and individuals to action. Regional partnerships with two Area Agencies on Aging, Aging and Adult Services in northern Idaho, and the Southwest Area Agency on Aging, continue to ensure collaboration among multiple agencies to sustain the efforts of this Project.

Transition implies accommodation. Communities are embracing people with severe memory loss and their families by supporting adult day services programs in local church facilities in Homedale (Catholic Charities of Idaho) and Boise (The C.A.R.E. Club), in senior centers located in Payette, Weiser, Emmett and Idaho City (projects of Elderly Opportunity Agency), and at the Kootenai Regional Medical Center in Coeur d'Alene. Members of these communities

volunteer to work directly with clients, provide transportation and supplies, and serve as advisors for these programs. Adult day services provide clients a safe, therapeutic program to participate in while their caregivers work, get a break and rest, or conduct personal activities.

These agencies provided 10,707 hours of adult day service this year through the Project. Transition implies creativity. Local agencies, in partnership with the two Area Agencies on Aging, have created new programs to help address the unique needs of persons with severe memory loss, their families and caregivers. Lutheran Community Services Northwest provides clinical counseling to individuals, couples and families. In addition, the organization has created an expressive arts therapy program that gives people with Alzheimer's disease a creative outlet for expressing what they may no longer be able to convey through language, as the disease progresses. Kootenai Regional Medical Center provides in-home safety evaluations to create a safe and stress free environment for people with Alzheimer's disease and families.



Inspiring Transitions

Idaho is served by two divisions of the Alzheimer's Association, the Alzheimer's Association of Greater Idaho and the Spokane division.

These two organizations have been largely responsible for education and awareness programs in the state, including adapting training sessions and recruiting expert presenters for rural communities. These creative programs involved 243 people this year for the Project.

Transition implies involvement. In southwest Idaho several local organizations, Senior Solutions, Faith in Action Boise, Catholic Charities of Idaho, and CCOA, recruit and train volunteers to provide in-home respite services to families of people with Alzheimer's disease. The Panhandle Health District in northern Idaho hosts a Senior Companion Program that recruits and trains older people with lower incomes to provide in-home respite services for a small stipend. Volunteers and Senior Companions form friendships with the individuals and families they serve, and families often thank the volunteers and agencies for their help as in the attached note below.

Transition implies letting go. Many people who are caring for a family member at home have a difficult time letting someone else step in to provide care, even temporarily. It is very important for family caregivers to get a break from the responsibilities of

caregiving from time to time. When the care being provided by the family member requires more skill than a volunteer can supply, the Area Agencies on Aging provide funding to caregivers for temporary community based services in the home or in a group setting. Caregivers find great relief in knowing that they can take a break, while someone takes good care of their family member. Volunteers,

Senior Companions and paid respite providers devoted 9,935 hours of service to caregivers this year as part of the Project.

NOTE:

"We want to thank you for finding Nancy for us and for her visiting Audrey each week. Nancy is a jewel of a nice lady; she reads to Audrey, talks with her, as well as polishes her nails, and helps Audrey do her exercises that strengthen her legs. They laugh together and really seem to enjoy each other. Nancy has made a nice enough impression on Audrey that she seems to know who Nancy is when I mention her name."

These things could not have been achieved without your program and your special efforts to make it possible for caregivers to not have the need to be concerned about their loved ones, when they are not right there with them. Thanks again."



Other Transitions

Eventually, there may be a transition from your home to assisted living or residential care. We continue to help by providing someone to look in on you and assure that the facility is treating you with dignity by having the Ombudsman in your area call on you.

In Idaho during 2004, there were an estimated 132,600 caregivers providing approximately 142 million hours of care at an estimated value of \$1.409 billion.

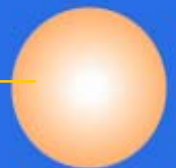
These caregivers provided an amazing amount of savings by augmenting programs paid for by state and federal taxpayers.



Family caregivers provide a vast array of emotional, financial, nursing, social, homemaking, and other services on a daily or intermittent basis. While some family caregivers provide 24/7 care for loved ones who require assistance for all daily living activities, others may provide care on a part-time basis. Family care giving can extend for a few years or a lifetime.



Not all lives are happy and perfect all of the time. When something really goes wrong, trained Adult Protection workers can be called to help with a transition to safety.



Ombudsman Services

SOME TRANSITIONS REQUIRE THE NEED FOR MORE ASSISTANCE OR OVERSIGHT, OR MOVING FROM OUR HOMES TO ASSISTED LIVING

If at any time Idaho's older citizens find that they can no longer reside in their own home independently or with outside assistance, they can find the help they need by moving to an assisted living facility or nursing home.

Currently Idaho has 281 Assisted Living homes across the state and 81 Nursing Homes. A wide range of services can be offered depending on individual need. Assistance ranges from preparing meals and providing housekeeping to 24 hour nursing care in a nursing home.

The Ombudsman program, required by the federal Older Americans Act, is charged with protecting the health, welfare, safety and rights of those individuals over 60 receiving care in assisted living facilities and nursing homes. They investigate complaints made by or on behalf of the residents living in these facilities, provide information to the public on aging issues, provide training to facility staff, and regularly visit all long-term care facilities to provide regular and timely access to residents who need an advocate.

The past few years have brought great growth in the long-term care industry and, in an attempt to meet the increased demand, the ombudsman program is beginning to implement a volunteer ombudsman program.

It is our vision to utilize volunteers to provide an increased ombudsman presence in facilities and to offer a friendly visit to residents who may otherwise have little or no contact with individuals outside the facility.

In fiscal year 2006, seven local ombudsmen investigated 1,851 complaints and made 2,689 visits to nursing homes and assisted living facilities. 465 presentations were made.



The top three ombudsman complaints were: administration and organization of medication, legal guardianship, conservatorship, powers of attorney and wills, and discharge and eviction issues.

Idaho has experienced an increase in the number of older Idahoans needing ombudsman services and an increase in the number

of assisted living facilities statewide. Unfortunately, the number of ombudsmen providing advocacy services has not increased. In an effort to begin to look for a solution to this problem and offer better ombudsman services, a volunteer pilot project was implemented in the Area VI Agency on Aging. After rigorous training and mentoring, eight volunteers became assistant ombudsmen and provided 282 visits to nursing homes, and were involved with 140 complaints and 174 consultations. They provided 658 hours with residents and traveled a total of 1,528 miles.



Idaho's Adult Protective Services

At a point in an individual's life, he or she may become unable, because of physical or mental impairment, to protect himself or herself from abuse, neglect, self-neglect, or exploitation. Commonly, the impairment has affected the person's judgment or behavior to the extent that he or she lacks sufficient understanding or capacity to make or communicate or implement decisions regarding his or her person.

The Idaho Legislature, recognizing that vulnerable adults often do not have anyone who is able or willing to provide assistance, authorized the Idaho Commission on Aging (ICOA) to help these individuals. In order to fulfill this obligation, the ICOA contracts with Idaho's six Area Agencies on Aging to provide Adult Protective services.

Adult Protective Services (APS) investigates reports of abuse, neglect, and exploitation involving vulnerable adults and takes remedial measures to reduce or eliminate the abusive, neglectful, or exploitative situation, including reporting substantiated cases to law enforcement and

to the Department of Health and Welfare for further investigation and action.

During FY 2006, APS investigations fell into the following categories:

- ◆ Abuse: 565 investigations
- ◆ Neglect: 413 investigations
- ◆ Self-Neglect: 629 investigations
- ◆ Exploitation: 460 investigations

In Idaho, certain categories of individuals who have reasonable cause to believe that a vulnerable adult is being or has been abused, neglected or exploited must immediately report such information to APS or the ICOA. These categories consist of physicians, nurses, employees of a public or private health facility, or a state licensed or certified residential facility serving vulnerable adults, medical examiners, dentists, ombudsmen for the elderly, osteopaths, optometrists, chiropractors, podiatrists, social workers, police officers, pharmacists, physical therapists, and home care workers. However, "nursing homes" and employees of such facilities must, instead, report to the Department of Health and Welfare.



And when something goes really wrong, Adult Protection services can be called on to help with a transition to safety.



Transitions in Service Delivery

AGING CONNECTIONS

TRANSITION OF THE SERVICE DELIVERY SYSTEM IN IDAHO'S AGING NETWORK

The Idaho Commission on Aging regularly seeks additional grants to expand its ability to assist the Area Agencies on Aging (AAAs) and the aging network in building innovative and cost effective programs.

During state fiscal year 2006, ICOA and H&W's Medicaid Division applied for and received a grant for a pilot program to make it easier for seniors throughout the five most northern counties to access long-term care information and resources. This program would be handled in a more cost efficient way by using a one-stop concept. The program is now called "Aging Connections" but began as the Aging and Disability Resource Center grant.

Working together, learning each agency's language and definitions, and advocating for the Idaho Legislature's provision of necessary funding of match and staff for the project, have opened the doors to other potential partnerships and grants. We have built, and will continue to build, new bridges for ourselves and our networks with the Area I Agency on Aging and Health and Welfare Region I employees, and throughout H&W. Without the cooperation and support of many different groups, the project could not have gotten off the ground.

Many hours of thought and effort have been put into making this program a reality. Egos and old methods had to be put aside. Many questions were asked while searching for innovative ways to solve problems. All of the partners learned how their counterparts' programs work and the value each adds to Idaho's state system of assistance for those who are in need and at risk.

The key to success for "Aging Connections" will be a fully implemented delivery system of training, education and services that divert seniors and older people with disabilities from the path to Medicaid by teaching them alternatives that will allow them to remain independent longer.



From Planning to Implementation

FROM PLANNING TO IMPLEMENTATION: AGING CONNECTIONS, THE NEW AGING AND DISABILITY RESOURCE CENTER IN IDAHO

The Administration on Aging and the Centers for Medicare and Medicaid Services planned to enhance cooperative relationships among aging and disability services, and Medicaid services in every state. The purpose of Aging and Disability Resource Centers (ADRC) Initiative is to streamline access to long-term care. According to the federal sponsors, the ADRC Initiative is planned to support state efforts to develop “one stop shop” programs at the community level that will help people make informed decisions about their service and support options and serve as an entry point to the long-term support system.

The Idaho Commission on Aging partnered with the Idaho Department of Health and Welfare, Medicaid Division, to create a successful federal grant proposal, awarded in 2005. For the past year, with Medicaid as the lead agency, several partners, including 2-1-1 Careline, Aging and Adult Services in northern Idaho (Area 1 Agency on Aging), several divisions of Idaho’s Department of Health and Welfare, and the Idaho Commission on Aging, have been planning for the opening of Idaho’s Aging and Disability Resource Center.

The year of planning produced an organization, Aging Connections, combining the services of several planning partners, providing and sharing several organizational functions. Aging Connections opened September 29, 2006 and is located at Aging

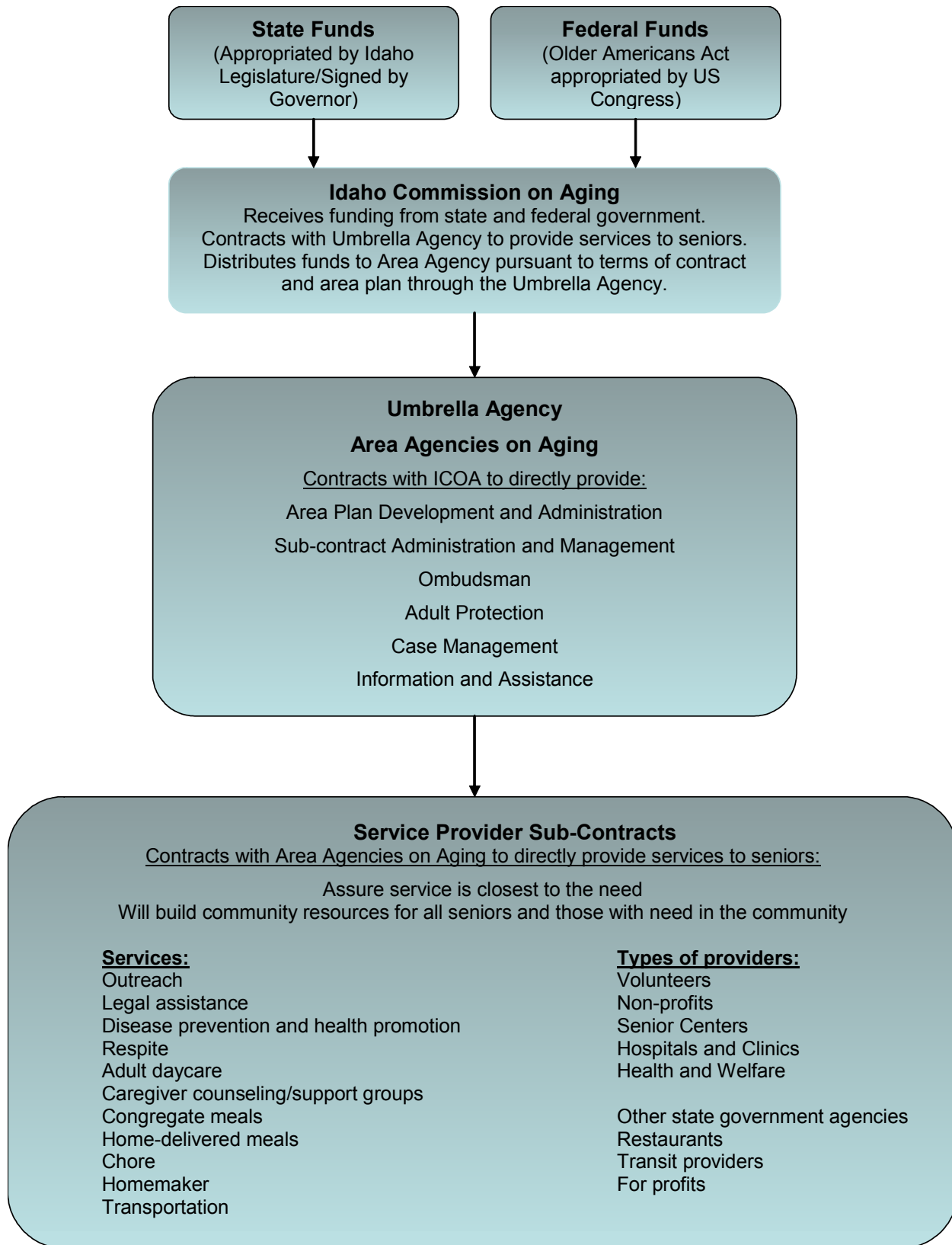
and Adult Services in Coeur d’Alene in order to serve people residing in the five northern Idaho counties. Aging Connections is designed to help people 60 years and older, older physically disabled adults, caregivers, family members and provider organizations to obtain information and easy access to long-term supports, ranging from in-home services to nursing facility care.

A person can access Aging Connections by dialing 2-1-1. The services of Aging Connections are:

- Information and referrals by phone, mail or personal meeting
- Counseling about public and private options, benefits, and services for YOUR long term support needs
- A complete review of your current needs, concerns and resources
- Support in accessing services, solving problems, and navigating between systems and/or service providers
- Personal long-term support counseling about alternatives to nursing home care
- Education and eligibility screening for public programs
- Assistance in navigating the financial eligibility process for Medicaid’s long-term support benefits
- Support in the community for those caring for elders and older adults with a physical disability
- Education about long-term support issues.



Funding Flow Chart



ICOA SFY 2006

STATE AND FEDERAL FINANCIAL REPORT

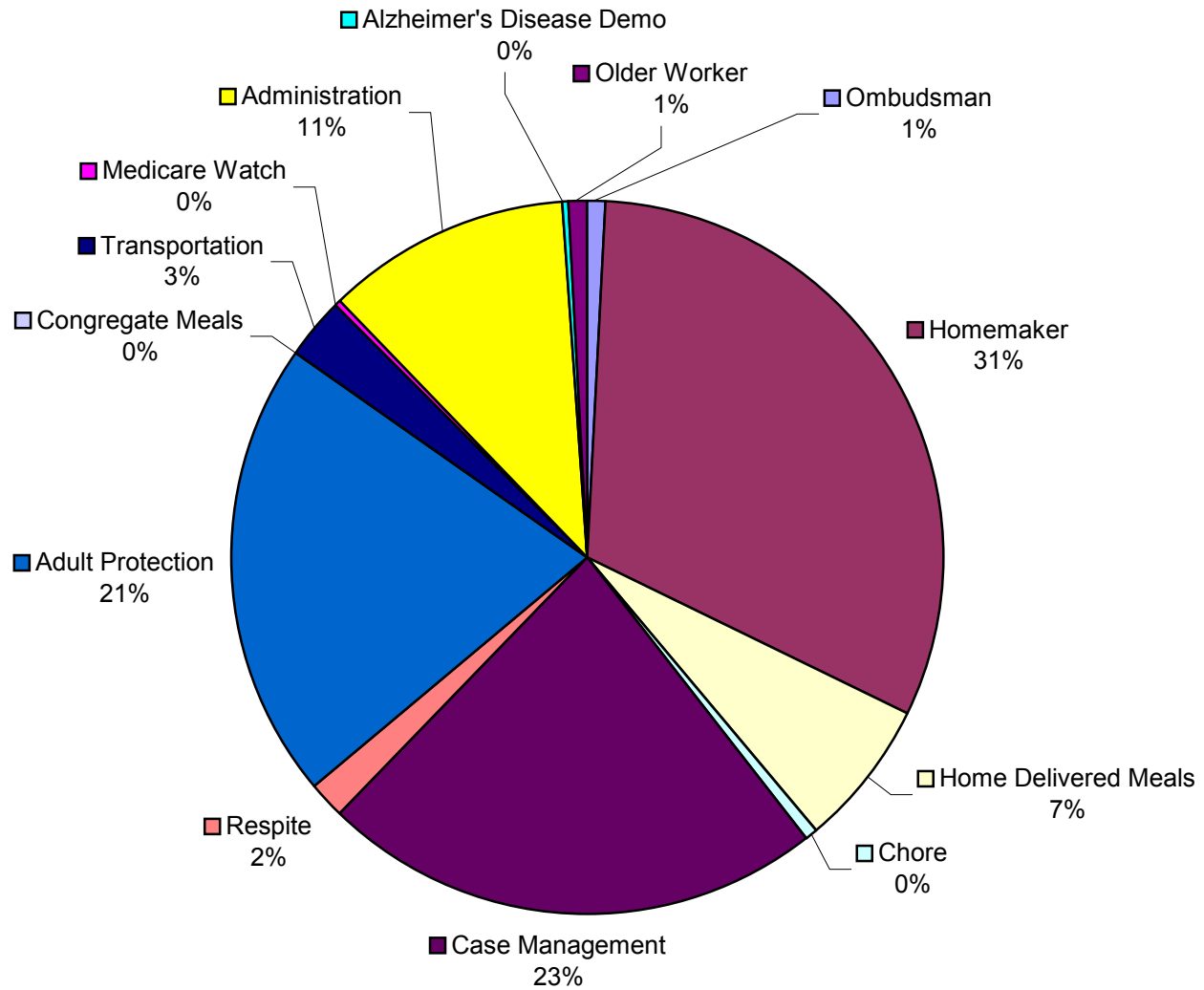
	General Fund: ICOA	Federal Fund: ICOA	Federal Fund: Other Subgrantees	Other:	Total
Statewide Programs:					
State Ombudsman	37,583	44,191			81,774
Administration of State Plan	493,276	392,365			885,641
Medicare Watch	18,411	85,666	93,015		197,092
Elder Abuse	-	25,755			25,755
Older Worker Programs	38,160	75,816			113,976
Other Grants	11,170	10,387		4,542	26,099
Subtotal	598,601	634,179	93,015	4,542	1,330,337

	General Fund: Area Agencies	Federal Fund: Area Agencies	Federal Fund: Other Subgrantees	Total
Area Programs:				
Coeur d'Alene 15.59%	599,582	927,378	55,315	1,582,275
Lewiston 10.54%	435,670	613,120	20,655	1,069,445
Boise 33.29%	1,306,754	1,955,796	115,701	3,378,251
Twin Falls 14.99%	585,068	853,950	82,137	1,521,155
Pocatello 13.54%	540,464	809,800	23,786	1,374,050
Idaho Falls 12.04%	461,653	760,317		1,221,970
Subtotal 100.00%	3,929,191	5,920,361	297,594	10,147,146
Total	4,527,792	6,554,540	390,609	11,477,483



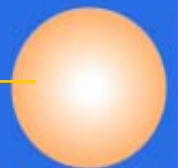
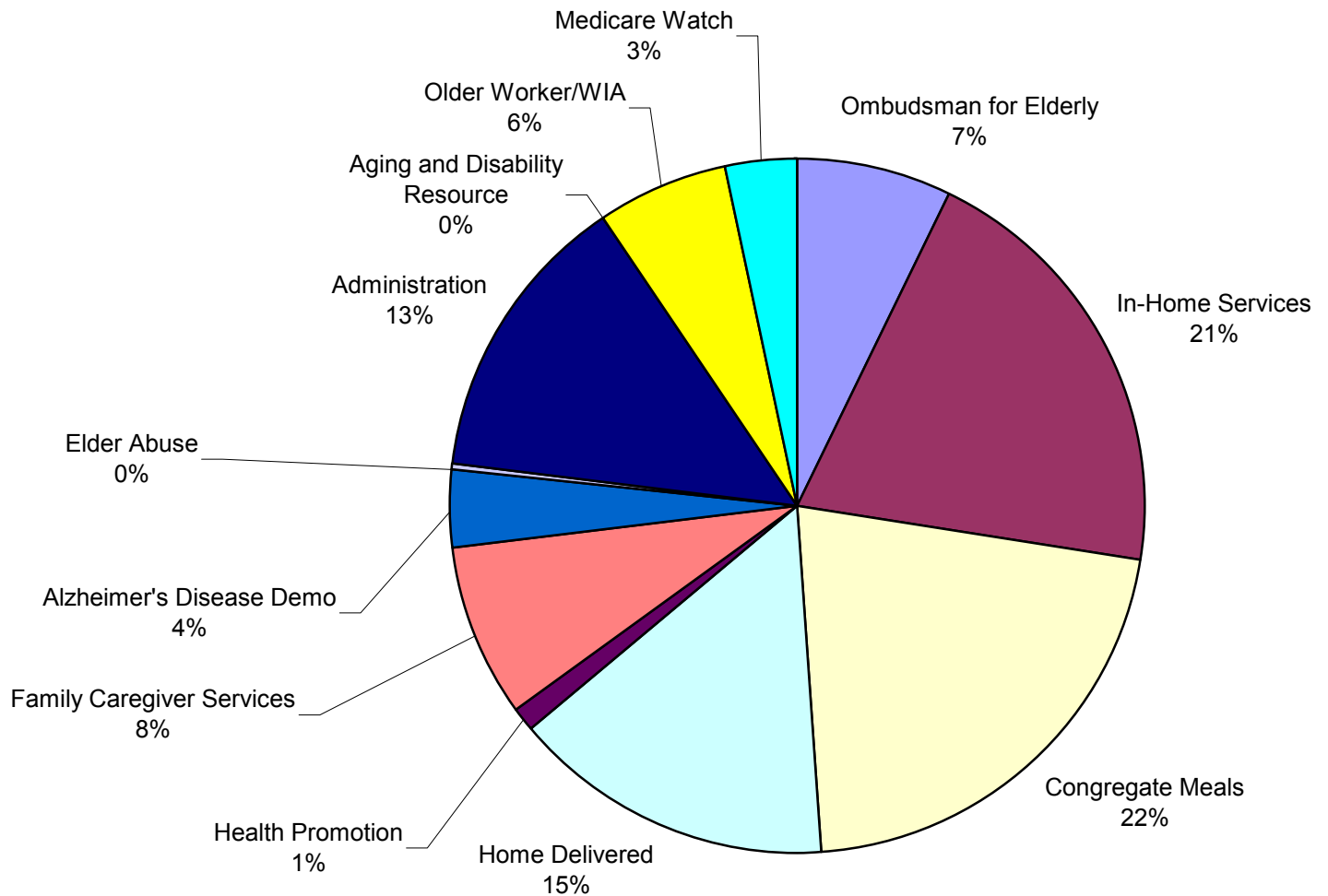
FY 2006 General Fund by Program

FY 2006 General Fund by Program



SFY 2006 Federal Fund by Program

FY 2006 Federal Fund by Program



Idaho Agencies on Aging

Area I

Pearl Bouchard
Aging and Adult Services of N. Idaho
1221 Ironwood Drive, Suite 102
Coeur d'Alene, ID 83814
208-667-317-9800
Counties: Boundary, Bonner, Kootenai,
Benewah, and Shoshone

Area II

Jenny Zorens
Community Action Partnership Agency on
Aging and Adult Services
124 New 6th Street
Lewiston, ID 83502
208-743-5580 - 800-877-3206
Counties: Latah, Clearwater, Nez Perce,
Lewis, and Idaho

Area III

Lori Brelia
Sage Community Resources SW Idaho
125 E. 50th Street
Garden City, ID 83714
208-322-7033
Counties: Adams, Washington, Valley,
Payette, Gem, Boise, Canyon, Ada,
Elmore, and Owyhee



Area IV

Jim Fields
Agency on Aging, College of S. Idaho
998 N. Washington Street
Twin Falls, ID 83303-1238
208-736-2122 - 800-574-8656
Counties: Camas, Blaine, Gooding, Lincoln,
Jerome, Minodoka, Twin Falls, and Cassia

Area V

Sister Anthony Marie Greving
Agency on Aging, SE Idaho Council
of Governments
PO Box 6079
Pocatello, ID 83205-6079
208-233-4032 x 18800
Counties: Bingham, Power, Bannock,
Oneida, Franklin, Caribou, and Bear Lake

Area VI

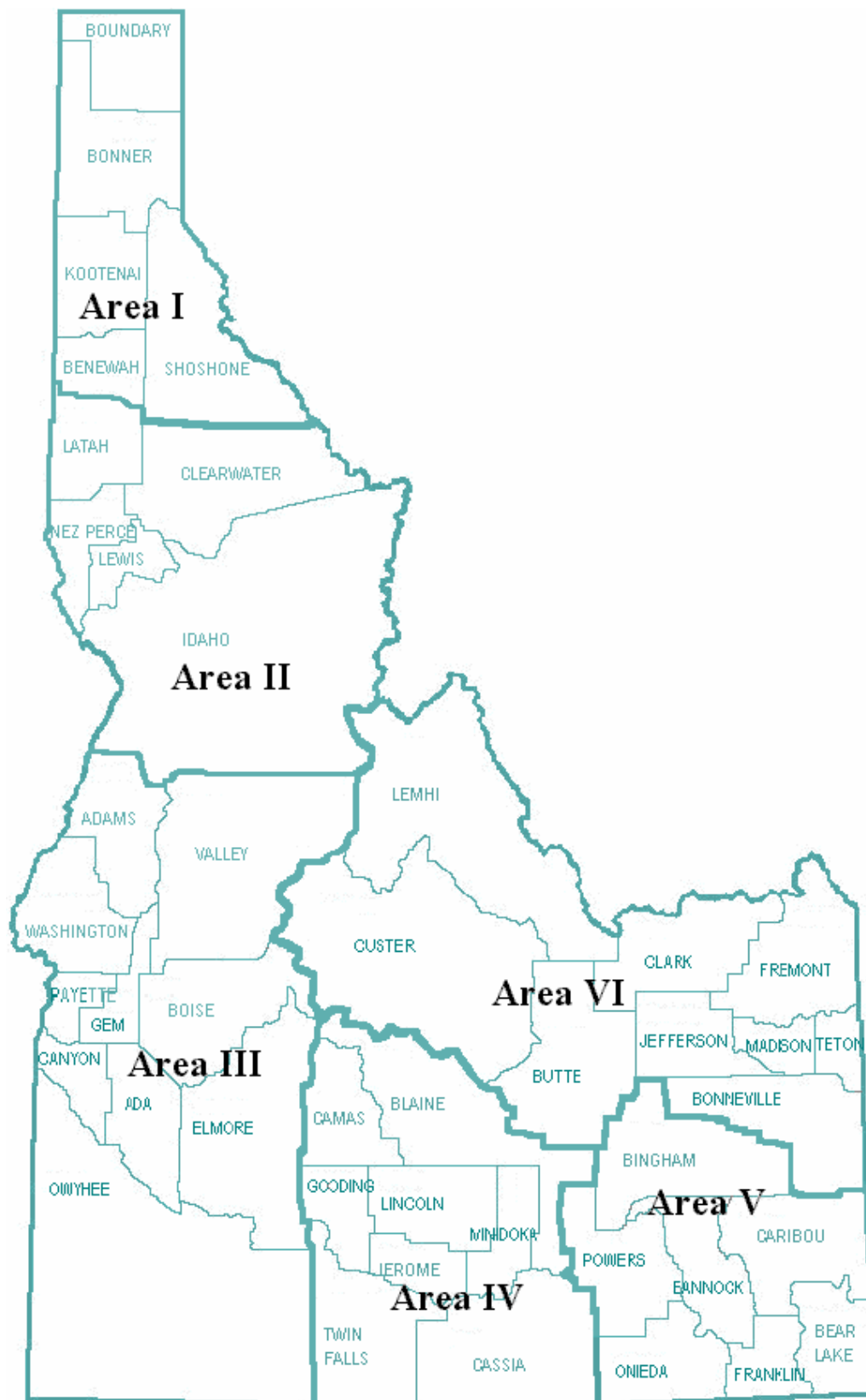
Cherry Aschenbrenner
Eastern Idaho Community Action Partnership
357 Constitution Way
Idaho Falls, ID 83405
208-522-5391
Counties: Lemhi, Custer, Butte, Clark,
Jefferson, Fremont, Madison, Teton, and
Bonneville

In 1967, 19.1 million Americans
were 65 or older. Today, that
number is 36.8 million

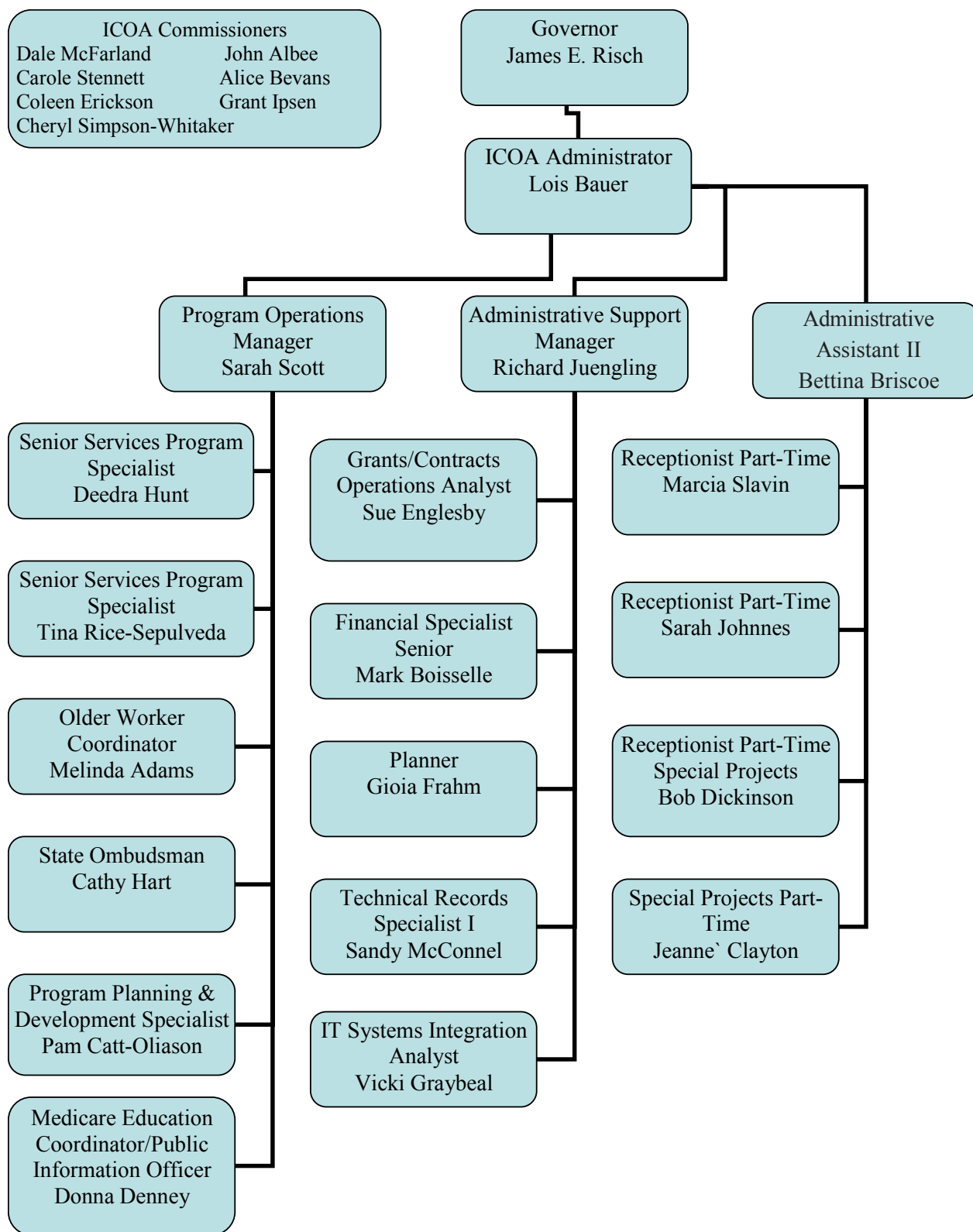
The national annual value of care-
giving by family members is currently
estimated to be over \$305 Billion.



Geographical Areas



ICOA Organizational Chart



ICOA Staff

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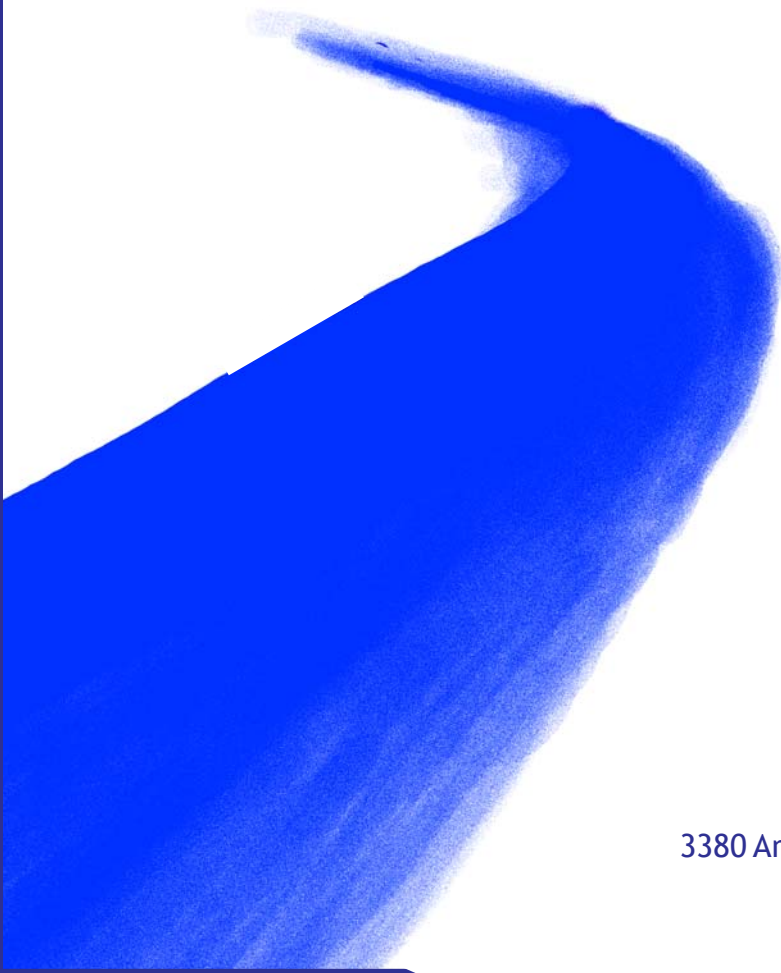
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IDAHO COMMISSION ON AGING

Providing Assistance on the Path to Independence



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